

**EXCEPTION**

## EXCEPTION 88

### BellSouth Florida OSS Testing Evaluation

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Date: July 19, 2001

#### EXCEPTION REPORT

An exception has been identified as a result of test activities associated with the Documentation Review of the Change Management Process (PPR1).

#### Exception:

**The BellSouth Change Control Prioritization Process does not allow CLECs to be involved in prioritization of all CLEC impacting Change Requests.(PPR1)**

#### Background:

The Change Control Prioritization (CCP) Process is the method used by both CLECs and BellSouth to rank the importance of both CLEC and BellSouth-initiated change requests. The Prioritization process is outlined in the description of Step Five of the overall Change Control process<sup>1</sup> in the BellSouth Change Control Process document<sup>2</sup>.

BellSouth also utilizes an internal prioritization process in conjunction with the CCP. The internal prioritization process occurs during Step Seven of the Change Control Process and includes review of the ranking determined by the CLECs during Step Five of the Change Control Process. The process is as follows:

- The Release Prioritization Team considers all changes from a variety of sources including the (external) Change Control Process, the Third Party Testing Team, the Regulatory Team, and the LCSC and prioritizes them into one master list.
- The Release Prioritization Team creates the master list and integrates the changes from the different sources using the following procedure: The number one priority change requested from each group is ranked in the master list from one to five with one being the highest. The team then ranks the number two priority change requests from each group from six to ten. The number three priority change requests are ranked from 11 to 15 and so forth.
- Additional factors are considered during the reprioritization process and may result in one customer group having a disproportionate number of Change Requests ranked at the top of the master list: These additional considerations are as follows:
  - i. Regulatory changes that have been mandated and are due during this release cycle are prioritized first.

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<sup>1</sup> Pages 28-29 and page 47.

<sup>2</sup> v. 2.3, May 18, 2001

## EXCEPTION 88

### BellSouth Florida OSS Testing Evaluation

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- ii. Change Requests that have related functions are given a higher priority than standalone changes.
- iii. Change Requests that are necessary for proper system operation are given a high priority.
- iv. Change Requests that are necessary for or concurrent with the implementation of additional change requests are given high priority.

During interviews with members of the BellSouth Internal Change Management Team conducted by KPMG Consulting, BellSouth asserted that all change requests included in the master prioritization list are related to the Wholesale portion of BellSouth's business.

The BellSouth Change Control Process<sup>3</sup> states that the BellSouth Change Control Process is designed to manage all change requests "that affect external users of BellSouth's Electronic Interface Applications, associated manual process improvements, performance or ability to provide service including defect/expedite notification."

#### **Issue:**

CLECs are unable to participate in the prioritization of change requests that originate from internal BellSouth organizations (Regulatory Team, Third Party testing Team, the LCSC, and Project Managers) that affect BellSouth's Wholesale business and therefore the CLEC Community. This policy inhibits one of the primary objectives of the CCP "to allow for mutual impact assessment and resource planning to manage and schedule changes."

#### **Impact:**

BellSouth's Internal Change Management Prioritization Process does not allow the CLEC community to participate in prioritization of change requests that effect CLEC Business. The CLEC Community's lack of participation in change requests that effect CLEC business could result in change requests important to the CLEC Community not being developed or implemented in a timely manner.

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<sup>3</sup> Version 2.3, May 18, 2001

## FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 88



Florida OSS Test  
Exception 88

July 25, 2001

### EXCEPTION REPORT

#### Exception:

**The BellSouth Change Control Prioritization Process does not allow CLECs to be involved in prioritization of all CLEC impacting Change Requests. (PPR1)**

#### Background:

The Change Control Prioritization (CCP) Process is the method used by both CLECs and BellSouth to rank the importance of both CLEC and BellSouth-initiated change requests. The Prioritization process is outlined in the description of Step Five of the overall Change Control process<sup>1</sup> in the BellSouth Change Control Process document<sup>2</sup>.

BellSouth also utilizes an internal prioritization process in conjunction with the CCP. The internal prioritization process occurs during Step Seven of the Change Control Process and includes review of the ranking determined by the CLECs during Step Five of the Change Control Process. The process is as follows:

- The Release Prioritization Team considers all changes from a variety of sources including the (external) Change Control Process, the Third Party Testing Team, the Regulatory Team, and the LCSC and prioritizes them into one master list.
- The Release Prioritization Team creates the master list and integrates the changes from the different sources using the following procedure: The number one priority change requested from each group is ranked in the master list from one to five with one being the highest. The team then ranks the number two priority change requests from each group from six to ten. The number three priority change requests are ranked from 11 to 15 and so forth.
- Additional factors are considered during the reprioritization process and may result in one customer group having a disproportionate number of Change Requests ranked at the top of the master list: These additional considerations are as follows:
  - i. Regulatory changes that have been mandated and are due during this release cycle are prioritized first.

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<sup>1</sup> Pages 28-29 and page 47.

<sup>2</sup> v. 2.3, May 18, 2001

## FLORIDA OSS BELL SOUTH'S RESPONSE TO EXCEPTION 88

- ii. Change Requests that have related functions are given a higher priority than standalone changes.
- iii. Change Requests that are necessary for proper system operation are given a high priority.
- iv. Change Requests that are necessary for or concurrent with the implementation of additional change requests are given high priority.

During interviews with members of the BellSouth Internal Change Management Team conducted by KPMG Consulting, BellSouth asserted that all change requests included in the master prioritization list are related to the Wholesale portion of BellSouth's business.

The BellSouth Change Control Process<sup>3</sup> states that the BellSouth Change Control Process is designed to manage all change requests "that affect external users of BellSouth's Electronic Interface Applications, associated manual process improvements, performance or ability to provide service including defect/expedite notification."

### **Issue:**

CLECs are unable to participate in the prioritization of change requests that originate from internal BellSouth organizations (Regulatory Team, Third Party testing Team, the LCSC, and Project Managers) that affect BellSouth's Wholesale business and therefore the CLEC Community. This policy inhibits one of the primary objectives of the CCP "to allow for mutual impact assessment and resource planning to manage and schedule changes."

### **Impact:**

BellSouth's Internal Change Management Prioritization Process does not allow the CLEC community to participate in prioritization of change requests that effect CLEC Business. The CLEC Community's lack of participation in change requests that effect CLEC business could result in change requests important to the CLEC Community not being developed or implemented in a timely manner.

### **BellSouth Response:**

The Change Control Prioritization Process does allow CLECs to be involved in the prioritization of CLEC impacting Change Requests. A CLEC impacting Change Request is defined as, "Any change that either requires the CLEC to modify the way it operates or causes it to rewrite system code." Examples of this are:

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<sup>3</sup> Version 2.3, May 18, 2001

## FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 88

- Business rule LSR field usage changes
- New functionality for an interface
- Change existing functionality for an interface
- New REQTyps
- New field on the LSR form
- Electronic ordering of a product/service

This definition should impact the majority of the CLEC community, if not the entire community, since it is impossible to know how each CLEC has coded its systems.

CLEC impacting change requests may originate from various sources: the (external) Change Control Process, the Third Party Testing Team, the Regulatory Team, the LCSC, or Project Managers. It is transparent to the CLECs what internal BellSouth entity is the actual originator of a request since the originator is only identified, on the Change Request form, as BellSouth. Thus, CLECs have already prioritized Change Requests originated by internal BellSouth organizations in four separate Change Review Meetings. Mandates are not prioritized by the CLECs per the Change Control Process.

All such Change Requests should come through the Change Control Process providing the CLECs an opportunity to prioritize them. As a result of BellSouth's commitment to provide CLECs the ability to participate in the prioritization of these requests, BellSouth has a better understanding of what is important to the CLEC community.

**EXCEPTION**

**EXCEPTION 96**  
BellSouth Florida OSS Testing Evaluation

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Date: August 7, 2001**EXCEPTION REPORT**

An exception has been identified as a result of the test activities associated with the Functional Carrier Bill Evaluation (TVV11).

**Exception:**

**BellSouth delivered Resale bills to KPMG Consulting reflecting incorrect usage charges for calls made by KPMG Consulting during the course of the Functional Carrier Bill Evaluation (TVV11).**

**Background:**

For calls placed by the KPMG Consulting Reseller, BellSouth's billing guidelines stipulate that charges will be calculated following BellSouth's established Tariff rates, less the appropriate wholesale discount.

**Issue:**

During the period between May 29-June 1, 2001, KPMG Consulting conducted a DUF retest. KPMG Consulting placed calls from five different locations on a variety of switch types during this retest. Upon review of the resale bills from BellSouth following test execution, KPMG Consulting noted that the associated bills incorrectly reflect charges for intralata toll, collect and third party calls. The following tables show the noted occurrences

**Intralata Toll Calls 1:**

Date	From Number	Initiation Time	To Number	Bill Number	Expected Charge	Actual Charge
05/31/2001	3059538819	12:49:45	5616553735	3059538819	\$0.50	\$0.64
05/30/2001	5618325672	10:21:24	3056858869	5618325672	\$0.48	\$0.61
05/31/2001	8504393341	16:44:54	8506783815	8504393341	\$0.17	\$0.09
05/31/2001	8504393341	16:44:07	8502444252	8504393341	\$0.10	\$0.06
05/30/2001	8504393341	19:01:18	8502432135	8504393341	\$0.13	\$0.09
05/30/2001	8504393341	19:02:21	8502444252	8504393341	\$0.08	\$0.05
05/30/2001	8504393341	19:03:00	8506783815	8504393341	\$0.08	\$0.06



## EXCEPTION 96

### BellSouth Florida OSS Testing Evaluation

**Collect Calls Table 2:**

Date	From Number	Initiation Time	To Number	Billed Number	Expected Charge	Actual Charge
05/30/2001	8504385942	10:23:28	8504370537	8504370537	\$2.05	\$1.54
05/30/2001	8504370537	9:59:36	8504291707	8504291707	\$2.05	\$1.56
05/30/2001	8504370537	10:18:00	8504385942	8504385942	\$2.05	\$1.93
05/29/2001	8504370537	11:32:45	8504385942	8504385942	\$1.56	\$1.46
05/30/2001	8504291707	9:42:51	8504385942	8504385942	\$1.56	\$1.46
05/30/2001	8504393341	9:51:49	8504370537	8504370537	\$1.56	\$1.46
05/30/2001	8504393341	10:41:49	8504291707	8504291707	\$2.05	\$1.95
05/30/2001	5615140599	16:47:21	5618325672	5618325672	\$1.92	\$1.84
05/30/2001	5615140614	15:26:01	5618325672	5618325672	\$1.45	\$1.37
05/30/2001	5615140614	16:11:15	5618325672	5618325672	\$1.92	\$1.84

**Third Party Calls Table 3:**

Date	From Number	Initiation Time	To Number	Bill Number	Expected Charge	Actual Charge
05/30/2001	8504370537	10:38:41	8509325361	8504385942	\$2.05	\$1.46
05/31/2001	8504393341	10:36:04	8504375873	8504291707	\$2.05	\$1.56
05/30/2001	8504385942	10:44:24	8509392321	8504370537	\$1.92	\$1.54
05/30/2001	8504385942	11:21:44	8504344546	8504370537	\$1.92	\$2.04
05/30/2001	8504291707	11:24:54	8504777155	8504385942	\$2.05	\$1.93
05/30/2001	8504370537	11:16:51	8504344565	8504385942	\$2.05	\$1.93
05/29/2001	8504370537	11:53:03	8504799091	8504385942	\$1.56	\$1.46
05/30/2001	8504393341	11:19:34	8504344565	8504291707	\$1.56	\$1.46
05/30/2001	8504393341	11:44:18	8504375873	8504370537	\$2.05	\$1.95
05/30/2001	5615140614	18:49:11	5617950029	5618325672	\$1.92	\$1.84

#### Impact:

A CLEC's ability to accurately project revenue and operating expenses is based, in part, on accurate billings from the ILEC. Incorrect billing can distort financial planning. In addition, incorrect charges on CLEC bills may cause a CLEC to incur added costs for bill reconciliation and pursuit of bill corrections.



**AMENDED EXCEPTION 96**  
BellSouth Florida OSS Testing Evaluation

Date: August 20, 2001

**EXCEPTION REPORT**

An exception has been identified as a result of the test activities associated with the Functional Carrier Bill Evaluation (TVV11).

**Exception:**

**BellSouth delivered Resale bills to KPMG Consulting reflecting incorrect usage charges for calls made by KPMG Consulting during the course of the Functional Carrier Bill Evaluation (TVV11).**

**Background:**

For calls placed by the KPMG Consulting Reseller, BellSouth's billing guidelines stipulate that charges will be calculated following BellSouth's established Tariff rates, less the appropriate wholesale discount.

**Issue:**

During the period between May 29-June 1, 2001, KPMG Consulting conducted a DUF retest. KPMG Consulting placed calls from five different locations on a variety of switch types during this retest. Upon review of the resale bills from BellSouth following test execution, KPMG Consulting noted that the associated bills incorrectly reflect charges for intralata toll, collect and third party calls. The following tables show the noted occurrences

**Intralata Toll Calls Table 1:**

Date	From Number	Initiation Time	To Number	Bill Number	Expected Charge	Actual Charge
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05/31/2001	8504393341	16:44:54	8506783815	8504393341	\$0.17	\$0.09
05/31/2001	8504393341	16:44:07	8502444252	8504393341	\$0.10	\$0.06
05/30/2001	8504393341	19:01:18	8502432135	8504393341	\$0.13	\$0.09
05/30/2001	8504393341	19:02:21	8502444252	8504393341	\$0.08	\$0.05
05/30/2001	8504393341	19:03:00	8506783815	8504393341	\$0.08	\$0.06



**AMENDED EXCEPTION 96**  
BellSouth Florida OSS Testing Evaluation

**Collect Calls Table 2:**

Date	From Number	Initiation Time	To Number	Billed Number	Expected Charge	Actual Charge
05/30/2001	8504385942	10:23:28	8504370537	8504370537	\$2.05	\$1.54
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05/30/2001	8504370537	10:18:00	8504385942	8504385942	\$2.05	\$1.93
05/29/2001	8504370537	11:32:45	8504385942	8504385942	\$1.56	\$1.46
05/30/2001	8504291707	9:42:51	8504385942	8504385942	\$1.56	\$1.46
05/30/2001	8504393341	9:51:49	8504370537	8504370537	\$1.56	\$1.46
05/30/2001	8504393341	10:41:49	8504291707	8504291707	\$2.05	\$1.95
05/30/2001	5615140599	16:47:21	5618325672	5618325672	\$1.92	\$1.84
05/30/2001	5615140614	15:26:01	5618325672	5618325672	\$1.45	\$1.37
05/30/2001	5615140614	16:11:15	5618325672	5618325672	\$1.92	\$1.84

**Third Party Calls Table 3:**

Date	From Number	Initiation Time	To Number	Bill Number	Expected Charge	Actual Charge
05/30/2001	8504370537	10:38:41	8509325361	8504385942	\$2.05	\$1.46
05/31/2001	8504393341	10:36:04	8504375873	8504291707	\$2.05	\$1.56
05/30/2001	8504385942	10:44:24	8509392321	8504370537	\$1.92	\$1.54
05/30/2001	8504385942	11:21:44	8504344546	8504370537	\$1.92	\$2.04
05/30/2001	8504291707	11:24:54	8504777155	8504385942	\$2.05	\$1.93
05/30/2001	8504370537	11:16:51	8504344565	8504385942	\$2.05	\$1.93
05/29/2001	8504370537	11:53:03	8504799091	8504385942	\$1.56	\$1.46
05/30/2001	8504393341	11:19:34	8504344565	8504291707	\$1.56	\$1.46
05/30/2001	8504393341	11:44:18	8504375873	8504370537	\$2.05	\$1.95
05/30/2001	5615140614	18:49:11	5617950029	5618325672	\$1.92	\$1.84

**Amendment:**

In the original release of Exception 96, KPMG Consulting inadvertently omitted referencing the Directory Assistance Calls for which the expected charges varied from the actual charges on the bills. The following table shows all occurrences where these differences were noted.

**Directory Assistance Calls Table A1:**

Date	From Number	Initiation Time	To Number	Bill Number	Expected Charge	Actual Charge
05/29/2001	3059538819	11:21:46	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	11:26:04	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	11:44:29	3054110000	3059538819	\$0.23	\$0.19



**AMENDED EXCEPTION 96**  
BellSouth Florida OSS Testing Evaluation

Date	From Number	Initiation Time	To Number	Bill Number	Expected Charge	Actual Charge
05/29/2001	3059538819	11:55:29	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	12:21:44	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	18:27:23	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	18:31:12	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	18:34:31	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	19:47:12	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	19:51:13	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	19:58:37	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	10:03:59	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	10:36:01	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	11:31:10	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	13:02:41	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	13:09:00	3054110000	3059538819	\$0.23	\$0.19
05/31/2001	3059538819	15:48:48	3054110000	3059538819	\$0.23	\$0.19
05/31/2001	3059538819	15:53:23	3054110000	3059538819	\$0.23	\$0.19
05/31/2001	3059538819	16:03:29	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	8504291707	14:21:44	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504291707	14:54:12	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504291707	15:00:03	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504291707	17:28:20	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	12:15:00	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	12:21:54	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	13:05:17	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	13:22:05	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504370537	14:55:44	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504370537	15:10:19	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504370537	15:15:55	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504370537	17:11:48	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	10:49:07	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	11:46:50	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	12:38:26	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	13:10:00	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504385942	14:23:12	8504110000	8504385942	\$0.23	\$0.19
05/29/2001	8504385942	15:12:22	8504110000	8504385942	\$0.23	\$0.19
05/30/2001	8504385942	10:50:27	8504110000	8504385942	\$0.23	\$0.19
05/30/2001	8504385942	11:48:24	8504110000	8504385942	\$0.23	\$0.19
05/30/2001	8504385942	12:35:42	8504110000	8504385942	\$0.23	\$0.19
05/31/2001	9547792439	10:07:45	9544110000	9547792439	\$0.25	\$0.20
05/31/2001	9547792439	10:45:27	9544110000	9547792439	\$0.25	\$0.20
05/31/2001	9547792439	10:59:07	9544110000	9547792439	\$0.25	\$0.20



**AMENDED EXCEPTION 96**  
BellSouth Florida OSS Testing Evaluation

Date	From Number	Initiation Time	To Number	Bill Number	Expected Charge	Actual Charge
05/31/2001	9547792439	11:05:29	9544110000	9547792439	\$0.25	\$0.20
06/01/2001	9547792439	8:47:35	9544110000	9547792439	\$0.25	\$0.20
05/31/2001	9547792612	8:48:45	9544110000	9547792612	\$0.25	\$0.20
05/31/2001	9547792612	8:54:53	9544110000	9547792612	\$0.25	\$0.20
05/31/2001	9547792612	9:08:10	9544110000	9547792612	\$0.25	\$0.20
05/31/2001	9547792612	9:13:47	9544110000	9547792612	\$0.25	\$0.20
06/01/2001	9547792612	9:29:47	9544110000	9547792612	\$0.25	\$0.20

**Impact:**

A CLEC's ability to accurately project revenue and operating expenses is based, in part, on accurate billings from the ILEC. Incorrect billing can distort financial planning. In addition, incorrect charges on CLEC bills may cause a CLEC to incur added costs for bill reconciliation and pursuit of bill corrections.

**FLORIDA OSS BELL SOUTH'S RESPONSE TO AMENDED  
EXCEPTION 96**



Florida OSS Test  
Amended Exception 96

August 23, 2001

**EXCEPTION REPORT**

An exception has been identified as a result of the test activities associated with the Functional Carrier Bill Evaluation (TVV11).

**Exception:**

**BellSouth delivered Resale bills to KPMG Consulting reflecting incorrect usage charges for calls made by KPMG Consulting during the course of the Functional Carrier Bill Evaluation (TVV11).**

**Background:**

For calls placed by the KPMG Consulting Reseller, BellSouth's billing guidelines stipulate that charges will be calculated following BellSouth's established Tariff rates, less the appropriate wholesale discount.

**Issue:**

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05/31/2001	8504393341	16:44:07	8502444252	8504393341	\$0.10	\$0.06
05/30/2001	8504393341	19:01:18	8502432135	8504393341	\$0.13	\$0.09
05/30/2001	8504393341	19:02:21	8502444252	8504393341	\$0.08	\$0.05
05/30/2001	8504393341	19:03:00	8506783815	8504393341	\$0.08	\$0.06

## FLORIDA OSS BELL SOUTH'S RESPONSE TO AMENDED EXCEPTION 96

**Collect Calls Table 2:**

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05/30/2001	8504370537	9:59:36	8504291707	8504291707	\$2.05	\$1.56
05/30/2001	8504370537	10:18:00	8504385942	8504385942	\$2.05	\$1.93
05/29/2001	8504370537	11:32:45	8504385942	8504385942	\$1.56	\$1.46
05/30/2001	8504291707	9:42:51	8504385942	8504385942	\$1.56	\$1.46
05/30/2001	8504393341	9:51:49	8504370537	8504370537	\$1.56	\$1.46
05/30/2001	8504393341	10:41:49	8504291707	8504291707	\$2.05	\$1.95
05/30/2001	5615140599	16:47:21	5618325672	5618325672	\$1.92	\$1.84
05/30/2001	5615140614	15:26:01	5618325672	5618325672	\$1.45	\$1.37
05/30/2001	5615140614	16:11:15	5618325672	5618325672	\$1.92	\$1.84

**Third Party Calls Table 3:**

Date	From Number	Initiation Time	To Number	Bill Number	Expected Charge	Actual Charge
05/30/2001	8504370537	10:38:41	8509325361	8504385942	\$2.05	\$1.46
05/31/2001	8504393341	10:36:04	8504375873	8504291707	\$2.05	\$1.56
05/30/2001	8504385942	10:44:24	8509392321	8504370537	\$1.92	\$1.54
05/30/2001	8504385942	11:21:44	8504344546	8504370537	\$1.92	\$2.04
05/30/2001	8504291707	11:24:54	8504777155	8504385942	\$2.05	\$1.93
05/30/2001	8504370537	11:16:51	8504344565	8504385942	\$2.05	\$1.93
05/29/2001	8504370537	11:53:03	8504799091	8504385942	\$1.56	\$1.46
05/30/2001	8504393341	11:19:34	8504344565	8504291707	\$1.56	\$1.46
05/30/2001	8504393341	11:44:18	8504375873	8504370537	\$2.05	\$1.95
05/30/2001	5615140614	18:49:11	5617950029	5618325672	\$1.92	\$1.84

**Amendment:**

In the original release of Exception 96, KPMG Consulting inadvertently omitted referencing the Directory Assistance Calls for which the expected charges varied from the actual charges on the bills. The following table shows all occurrences where these differences were noted.

**Directory Assistance Calls Table A1:**

Date	From Number	Initiation Time	To Number	Bill Number	Expected Charge	Actual Charge
05/29/2001	3059538819	11:21:46	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	11:26:04	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	11:44:29	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	11:55:29	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	12:21:44	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	18:27:23	3054110000	3059538819	\$0.23	\$0.19

**FLORIDA OSS BELLSOUTH'S RESPONSE TO AMENDED  
EXCEPTION 96**

<b>Date</b>	<b>From Number</b>	<b>Initiation Time</b>	<b>To Number</b>	<b>Bill Number</b>	<b>Expected Charge</b>	<b>Actual Charge</b>
05/29/2001	3059538819	18:31:12	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	18:34:31	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	19:47:12	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	19:51:13	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	19:58:37	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	10:03:59	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	10:36:01	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	11:31:10	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	13:02:41	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	13:09:00	3054110000	3059538819	\$0.23	\$0.19
05/31/2001	3059538819	15:48:48	3054110000	3059538819	\$0.23	\$0.19
05/31/2001	3059538819	15:53:23	3054110000	3059538819	\$0.23	\$0.19
05/31/2001	3059538819	16:03:29	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	8504291707	14:21:44	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504291707	14:54:12	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504291707	15:00:03	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504291707	17:28:20	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	12:15:00	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	12:21:54	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	13:05:17	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	13:22:05	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504370537	14:55:44	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504370537	15:10:19	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504370537	15:15:55	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504370537	17:11:48	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	10:49:07	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	11:46:50	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	12:38:26	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	13:10:00	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504385942	14:23:12	8504110000	8504385942	\$0.23	\$0.19
05/29/2001	8504385942	15:12:22	8504110000	8504385942	\$0.23	\$0.19
05/30/2001	8504385942	10:50:27	8504110000	8504385942	\$0.23	\$0.19
05/30/2001	8504385942	11:48:24	8504110000	8504385942	\$0.23	\$0.19
05/30/2001	8504385942	12:35:42	8504110000	8504385942	\$0.23	\$0.19
05/31/2001	9547792439	10:07:45	9544110000	9547792439	\$0.25	\$0.20
05/31/2001	9547792439	10:45:27	9544110000	9547792439	\$0.25	\$0.20
05/31/2001	9547792439	10:59:07	9544110000	9547792439	\$0.25	\$0.20
05/31/2001	9547792439	11:05:29	9544110000	9547792439	\$0.25	\$0.20
06/01/2001	9547792439	8:47:35	9544110000	9547792439	\$0.25	\$0.20
05/31/2001	9547792612	8:48:45	9544110000	9547792612	\$0.25	\$0.20
05/31/2001	9547792612	8:54:53	9544110000	9547792612	\$0.25	\$0.20
05/31/2001	9547792612	9:08:10	9544110000	9547792612	\$0.25	\$0.20
05/31/2001	9547792612	9:13:47	9544110000	9547792612	\$0.25	\$0.20
06/01/2001	9547792612	9:29:47	9544110000	9547792612	\$0.25	\$0.20



## FLORIDA OSS BELLSOUTH'S RESPONSE TO AMENDED EXCEPTION 96

### Impact:

A CLEC's ability to accurately project revenue and operating expenses is based, in part, on accurate billings from the ILEC. Incorrect billing can distort financial planning. In addition, incorrect charges on CLEC bills may cause a CLEC to incur added costs for bill reconciliation and pursuit of bill corrections.

### BellSouth Response:

#### 1. Intralata Toll Calls – Table I

- a. The resale discount was not applied to the first two (2) calls due to program logic. This logic was applicable to a very limited number of recirculated calls associated with certain types of service order activity on the account. This situation was detected by BellSouth and corrected on July 23, 2001.
- b. The remaining five (5) calls defaulted to the lowest rate (residence resale discount) and were sent to error processing because the service order guide for this account was not present at the time of rating. This situation is in parity with retail rating under the same circumstances. A program change will be implemented on August 28, 2001 to rerate these calls after service order guides are established.

The 7 calls in the two scenarios above represent less than 1% of the approximately 1100 resale calls made in the test and the total net billing difference is 6 cents. Please note that the calls are not a representative sample but total number of occurrences of calls in these scenarios.

#### 2. Collect Calls – Table 2

The ten (10) calls shown on Table 2 were correctly rated at local rates and applicable surcharges were applied. Below is an example of the rates applied.

Collect Calls:						
<u>Date</u>	<u>From Number</u>	<u>Initiation Time</u>	<u>To Number</u>	<u>Billed Number</u>	<u>Expected Charge</u>	<u>Actual Charge</u>
05/30/2001	8504385942	10:23:28	8504370537	8504370537	\$2.05	\$1.54
Rating of Call:		\$1.75	Collect Call Surcharge			
		<u>0.10</u>	Message Rate Charge			
		\$1.85				
		<u>-16.81%</u>	Reseller Discount for Residence			
		\$1.54	Billable Amount			

## FLORIDA OSS BELL SOUTH'S RESPONSE TO AMENDED EXCEPTION 96

### 3. Third Party Calls - Table 3

The ten (10) calls shown on Table 3 were correctly rated at local rates and applicable surcharges were applied. Below is an example of the rates applied.

Third Party Calls:						
<u>Date</u>	<u>From Number</u>	<u>Initiation Time</u>	<u>To Number</u>	<u>Billed Number</u>	<u>Expected Charge</u>	<u>Actual Charge</u>
05/30/2001	8504370537	11:16:51	8504344565	8504385942	\$2.05	\$1.93
Rating of Call:						
		\$1.75	Collect Call Surcharge			
		0.60	Operator Assisted Surcharge			
		<u>0.12</u>	Message Rate Charge			
		\$2.47				
		<u>-21.83%</u>	Reseller Discount for Business			
		\$1.93	Billable Amount			

### 4. Directory Assistance Calls – Table A1

The fifty (50) calls in this table were correctly rated according to BellSouth policy. Effective May 23, 2001 a rate increase from 25 to 30 cents was implemented for local Directory Assistance. However, since Direct Dialed Directory Assistance is bulk billed and rated on bill day, BellSouth implements new rates one month after the rate increase effective date. This prevents overbilling of calls made prior to the rate increase that have not billed. The resale discount is also applied to these rates.

**FLORIDA OSS BELLSOUTH'S AMENDED RESPONSE TO  
AMENDED EXCEPTION 96**



Florida OSS Test  
Amended Exception 96

September 18, 2001

**EXCEPTION REPORT**

An exception has been identified as a result of the test activities associated with the Functional Carrier Bill Evaluation (TVV11).

**Exception:**

**BellSouth delivered Resale bills to KPMG Consulting reflecting incorrect usage charges for calls made by KPMG Consulting during the course of the Functional Carrier Bill Evaluation (TVV11).**

**Background:**

For calls placed by the KPMG Consulting Reseller, BellSouth's billing guidelines stipulate that charges will be calculated following BellSouth's established Tariff rates, less the appropriate wholesale discount.

**Issue:**

During the period between May 29-June 1, 2001, KPMG Consulting conducted a DUF retest. KPMG Consulting placed calls from five different locations on a variety of switch types during this retest. Upon review of the resale bills from BellSouth following test execution, KPMG Consulting noted that the associated bills incorrectly reflect charges for intralata toll, collect and third party calls. The following tables show the noted occurrences

**Intralata Toll Calls Table 1:**

Date	From Number	Initiation Time	To Number	Bill Number	Expected Charge	Actual Charge
05/31/2001	3059538819	12:49:45	5616553735	3059538819	\$0.50	\$0.64
05/30/2001	5618325672	10:21:24	3056858869	5618325672	\$0.48	\$0.61
05/31/2001	8504393341	16:44:54	8506783815	8504393341	\$0.17	\$0.09
05/31/2001	8504393341	16:44:07	8502444252	8504393341	\$0.10	\$0.06
05/30/2001	8504393341	19:01:18	8502432135	8504393341	\$0.13	\$0.09
05/30/2001	8504393341	19:02:21	8502444252	8504393341	\$0.08	\$0.05
05/30/2001	8504393341	19:03:00	8506783815	8504393341	\$0.08	\$0.06

## FLORIDA OSS BELLSOUTH'S AMENDED RESPONSE TO AMENDED EXCEPTION 96

**Collect Calls Table 2:**

Date	From Number	Initiation Time	To Number	Billed Number	Expected Charge	Actual Charge
05/30/2001	8504385942	10:23:28	8504370537	8504370537	\$2.05	\$1.54
05/30/2001	8504370537	9:59:36	8504291707	8504291707	\$2.05	\$1.56
05/30/2001	8504370537	10:18:00	8504385942	8504385942	\$2.05	\$1.93
05/29/2001	8504370537	11:32:45	8504385942	8504385942	\$1.56	\$1.46
05/30/2001	8504291707	9:42:51	8504385942	8504385942	\$1.56	\$1.46
05/30/2001	8504393341	9:51:49	8504370537	8504370537	\$1.56	\$1.46
05/30/2001	8504393341	10:41:49	8504291707	8504291707	\$2.05	\$1.95
05/30/2001	5615140599	16:47:21	5618325672	5618325672	\$1.92	\$1.84
05/30/2001	5615140614	15:26:01	5618325672	5618325672	\$1.45	\$1.37
05/30/2001	5615140614	16:11:15	5618325672	5618325672	\$1.92	\$1.84

**Third Party Calls Table 3:**

Date	From Number	Initiation Time	To Number	Bill Number	Expected Charge	Actual Charge
05/30/2001	8504370537	10:38:41	8509325361	8504385942	\$2.05	\$1.46
05/31/2001	8504393341	10:36:04	8504375873	8504291707	\$2.05	\$1.56
05/30/2001	8504385942	10:44:24	8509392321	8504370537	\$1.92	\$1.54
05/30/2001	8504385942	11:21:44	8504344546	8504370537	\$1.92	\$2.04
05/30/2001	8504291707	11:24:54	8504777155	8504385942	\$2.05	\$1.93
05/30/2001	8504370537	11:16:51	8504344565	8504385942	\$2.05	\$1.93
05/29/2001	8504370537	11:53:03	8504799091	8504385942	\$1.56	\$1.46
05/30/2001	8504393341	11:19:34	8504344565	8504291707	\$1.56	\$1.46
05/30/2001	8504393341	11:44:18	8504375873	8504370537	\$2.05	\$1.95
05/30/2001	5615140614	18:49:11	5617950029	5618325672	\$1.92	\$1.84

**Amendment:**

In the original release of Exception 96, KPMG Consulting inadvertently omitted referencing the Directory Assistance Calls for which the expected charges varied from the actual charges on the bills. The following table shows all occurrences where these differences were noted.

**Directory Assistance Calls Table A1:**

Date	From Number	Initiation Time	To Number	Bill Number	Expected Charge	Actual Charge
05/29/2001	3059538819	11:21:46	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	11:26:04	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	11:44:29	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	11:55:29	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	12:21:44	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	18:27:23	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	18:31:12	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	18:34:31	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	19:47:12	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	19:51:13	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	19:58:37	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	10:03:59	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	10:36:01	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	11:31:10	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	13:02:41	3054110000	3059538819	\$0.23	\$0.19

## FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO AMENDED EXCEPTION 96

Date	From Number	Initiation Time	To Number	Bill Number	Expected Charge	Actual Charge
05/30/2001	3059538819	13:09:00	3054110000	3059538819	\$0.23	\$0.19
05/31/2001	3059538819	15:48:48	3054110000	3059538819	\$0.23	\$0.19
05/31/2001	3059538819	15:53:23	3054110000	3059538819	\$0.23	\$0.19
05/31/2001	3059538819	16:03:29	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	8504291707	14:21:44	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504291707	14:54:12	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504291707	15:00:03	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504291707	17:28:20	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	12:15:00	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	12:21:54	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	13:05:17	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	13:22:05	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504370537	14:55:44	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504370537	15:10:19	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504370537	15:15:55	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504370537	17:11:48	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	10:49:07	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	11:46:50	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	12:38:26	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	13:10:00	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504385942	14:23:12	8504110000	8504385942	\$0.23	\$0.19
05/29/2001	8504385942	15:12:22	8504110000	8504385942	\$0.23	\$0.19
05/30/2001	8504385942	10:50:27	8504110000	8504385942	\$0.23	\$0.19
05/30/2001	8504385942	11:48:24	8504110000	8504385942	\$0.23	\$0.19
05/30/2001	8504385942	12:35:42	8504110000	8504385942	\$0.23	\$0.19
05/31/2001	9547792439	10:07:45	9544110000	9547792439	\$0.25	\$0.20
05/31/2001	9547792439	10:45:27	9544110000	9547792439	\$0.25	\$0.20
05/31/2001	9547792439	10:59:07	9544110000	9547792439	\$0.25	\$0.20
05/31/2001	9547792439	11:05:29	9544110000	9547792439	\$0.25	\$0.20
06/01/2001	9547792439	8:47:35	9544110000	9547792439	\$0.25	\$0.20
05/31/2001	9547792612	8:48:45	9544110000	9547792612	\$0.25	\$0.20
05/31/2001	9547792612	8:54:53	9544110000	9547792612	\$0.25	\$0.20
05/31/2001	9547792612	9:08:10	9544110000	9547792612	\$0.25	\$0.20
05/31/2001	9547792612	9:13:47	9544110000	9547792612	\$0.25	\$0.20
06/01/2001	9547792612	9:29:47	9544110000	9547792612	\$0.25	\$0.20

### Impact:

A CLEC's ability to accurately project revenue and operating expenses is based, in part, on accurate billings from the ILEC. Incorrect billing can distort financial planning. In addition, incorrect charges on CLEC bills may cause a CLEC to incur added costs for bill reconciliation and pursuit of bill corrections.

### BellSouth Response:

#### 1. Intralata Toll Calls – Table I

- a. The resale discount was not applied to the first two (2) calls due to program logic. This logic was applicable to a very limited number of recirculated calls associated with certain types of service order activity on the account. This situation was detected by BellSouth and corrected on July 23, 2001.

## FLORIDA OSS BELLSOUTH'S AMENDED RESPONSE TO AMENDED EXCEPTION 96

- b. The remaining five (5) calls defaulted to the lowest rate (residence resale discount) and were sent to error processing because the service order guide for this account was not present at the time of rating. This situation is in parity with retail rating under the same circumstances. A program change will be implemented on August 28, 2001 to rerate these calls after service order guides are established.

The 7 calls in the two scenarios above represent less than 1% of the approximately 1100 resale calls made in the test and the total net billing difference is 6 cents. Please note that the calls are not a representative sample but total number of occurrences of calls in these scenarios.

### 2. Collect Calls – Table 2

The ten (10) calls shown on Table 2 were correctly rated at local rates and applicable surcharges were applied. Below is an example of the rates applied.

Collect Calls:						
<u>Date</u>	<u>From Number</u>	<u>Initiation Time</u>	<u>To Number</u>	<u>Billed Number</u>	<u>Expected Charge</u>	<u>Actual Charge</u>
05/30/2001	8504385942	10:23:28	8504370537	8504370537	\$2.05	\$1.54
Rating of Call:		\$1.75	Collect Call Surcharge			
		<u>0.10</u>	Message Rate Charge			
		\$1.85				
		<u>-16.81%</u>	Reseller Discount for Residence			
		\$1.54	Billable Amount			

### 3. Third Party Calls - Table 3

The ten (10) calls shown on Table 3 were correctly rated at local rates and applicable surcharges were applied. Below is an example of the rates applied.

Third Party Calls:						
<u>Date</u>	<u>From Number</u>	<u>Initiation Time</u>	<u>To Number</u>	<u>Billed Number</u>	<u>Expected Charge</u>	<u>Actual Charge</u>
05/30/2001	8504370537	11:16:51	8504344565	8504385942	\$2.05	\$1.93
Rating of Call:		\$1.75	Collect Call Surcharge			
		0.60	Operator Assisted Surcharge			
		<u>0.12</u>	Message Rate Charge			
		\$2.47				
		<u>-21.83%</u>	Reseller Discount for Business			
		\$1.93	Billable Amount			

### 4. Directory Assistance Calls – Table A1

## **FLORIDA OSS BELLSOUTH'S AMENDED RESPONSE TO AMENDED EXCEPTION 96**

The fifty (50) calls in this table were correctly rated according to BellSouth policy. Effective May 23, 2001 a rate increase from 25 to 30 cents was implemented for local Directory Assistance. However, since Direct Dialed Directory Assistance is bulk billed and rated on bill day, BellSouth implements new rates one month after the rate increase effective date. This prevents overbilling of calls made prior to the rate increase that have not billed. The resale discount is also applied to these rates.

### **BellSouth Amended Response:**

#### **1. Intralata Toll Calls – Table I**

- a. The resale discount was not applied to the first two (2) calls due to program logic. This logic was applicable to a very limited number of recirculated calls associated with certain types of service order activity on the account. This situation was detected by BellSouth and corrected on July 23, 2001. The remaining five (5) calls defaulted to the lowest rate (residence resale discount) and were sent to error processing because the service order guide for this account was not present at the time of rating. This situation is in parity with retail rating under the same circumstances. A program change was implemented on September 5, 2001 to rerate these calls after service order guides are established.
- b. The 7 calls in the two scenarios above represent less than 1% of the approximately 1100 resale calls made in the test and the total net billing difference is 6 cents. Please note that the calls are not a representative sample but total number of occurrences of calls in these scenarios.

#### **2. Collect Calls – Table 2**

The ten (10) calls shown on Table 2 were correctly rated at local rates and applicable surcharges were applied. The rating applied to each call is shown below.

The Operator Dialed Surcharge is determined by the Automation Indicator in position 412 of the DUF record (913 module). An "A" means that the call was automated. An "M" means that the call was manual (operator dialed). When the indicator is "M" the \$.60 Operator Dialed surcharge is applied. This surcharge is not billed based on the Recording Method indicator (position 193-194), as the KPMG calculations assumed.

**Collect Calls:**

# **FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO AMENDED EXCEPTION 96**

## **Collect Calls:**

	<u>Date</u>	<u>From Number</u>	<u>Initiation Time</u>	<u>To Number</u>	<u>Billed Number</u>	<u>Expected Charge</u>	<u>Actual Charge</u>
1	05/30/2001	8504385942	10:23:28	8504370537	8504370537	\$2.05	\$1.54
		Rating of Call:	\$1.75	Collect Call Surcharge			
			<u>0.10</u>	Message Rate Charge (Res.)			
			\$1.85				
			<u>-16.81%</u>	Reseller Discount for Business			
			\$1.54	Billable Amount			
	<u>Date</u>	<u>From Number</u>	<u>Initiation Time</u>	<u>To Number</u>	<u>Billed Number</u>	<u>Expected Charge</u>	<u>Actual Charge</u>
2	05/30/2001	8504370537	9:59:36	8504291707	8504291707	\$2.05	\$1.56
		Rating of Call:	\$1.75	Collect Call Surcharge			
			<u>0.12</u>	Message Rate Charge (Bus.)			
			\$1.87				
			<u>-16.81%</u>	Reseller Discount for Business			
			\$1.56	Billable Amount			
	<u>Date</u>	<u>From Number</u>	<u>Initiation Time</u>	<u>To Number</u>	<u>Billed Number</u>	<u>Expected Charge</u>	<u>Actual Charge</u>
3	05/30/2001	8504370537	10:18:00	8504385942	8504385942	\$2.05	\$1.93
		Rating of Call:	\$1.75	Collect Call Surcharge			
			0.60	Operator Assisted Surcharge			
			<u>0.12</u>	Message Rate Charge (Bus.)			
			\$2.47				
			<u>-21.83%</u>	Reseller Discount for Residence			
			\$1.93	Billable Amount			
	<u>Date</u>	<u>From Number</u>	<u>Initiation Time</u>	<u>To Number</u>	<u>Billed Number</u>	<u>Expected Charge</u>	<u>Actual Charge</u>
4							



# **FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO AMENDED EXCEPTION 96**

<b>Collect Calls:</b>						
	05/29/2001	8504370537	11:32:45	8504385942	8504385942	\$1.56 \$1.46
		Rating of Call:	\$1.75	Collect Call Surcharge		
			<u>0.12</u>	Message Rate Charge (Bus.)		
			\$1.87			
			<u>-21.83%</u>	Reseller Discount for Residence		
			\$1.46	Billable Amount		
5	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u> <u>Actual</u> <u>Charge</u>
	05/30/2001	8504291707	9:42:51	8504385942	8504385942	\$1.56 \$1.46
		Rating of Call:	\$1.75	Collect Call Surcharge		
			<u>0.12</u>	Message Rate Charge (Bus.)		
			\$1.87			
			<u>-21.83%</u>	Reseller Discount for Residence		
			\$1.46	Billable Amount		
6	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u> <u>Actual</u> <u>Charge</u>
	05/30/2001	8504393341	9:51:49	8504370537	8504370537	\$1.56 \$1.46
		Rating of Call:	\$1.75	Collect Call Surcharge		
			<u>-16.81%</u>	Reseller Discount for Business		
			\$1.46	Billable Amount		
7	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u> <u>Actual</u> <u>Charge</u>
	05/30/2001	8504393341	10:41:49	8504291707	8504291707	\$2.05 \$1.95
		Rating of Call:	\$1.75	Collect Call Surcharge		
			<u>0.60</u>	Operator Assisted Surcharge		
			\$2.35			
			<u>-16.81%</u>	Reseller Discount for Business		
			\$1.95	Billable Amount		
8	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u> <u>Actual</u> <u>Charge</u>
	05/30/2001	5615140599	16:47:21	5618325672	5618325672	\$1.92 \$1.84

## FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO AMENDED EXCEPTION 96

Collect Calls:							
		Rating of Call:	\$1.75	Collect Call Surcharge			
			<u>0.60</u>	Operator Assisted Surcharge			
			\$2.35				
			<u>-21.83%</u>	Reseller Discount for Residence			
			\$1.84	Billable Amount			
9	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u>	<u>Actual</u> <u>Charge</u>
	05/30/2001	5615140614	15:26:01	5618325672	5618325672	\$1.45	\$1.37
		Rating of Call:	\$1.75	Collect Call Surcharge			
			<u>-21.83%</u>	Reseller Discount for Residence			
			\$1.37	Billable Amount			
10	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u>	<u>Actual</u> <u>Charge</u>
	05/30/2001	5615140614	16:11:15	5618325672	5618325672	\$1.92	\$1.84
		Rating of Call:	\$1.75	Collect Call Surcharge			
			<u>0.60</u>	Operator Assisted Surcharge			
			\$2.35				
			<u>-21.83%</u>	Reseller Discount for Residence			
			\$1.84	Billable Amount			

### 3. Third Party Calls - Table 3

The ten (10) calls shown on Table 3 were correctly rated at local rates and applicable surcharges were applied. The rating applied to each call is shown below.

Third Party Calls:							
1	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u>	<u>Actual</u> <u>Charge</u>
	05/30/2001	8504370537	10:38:41	8509325361	8504385942	\$2.05	\$1.46

# **FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO AMENDED EXCEPTION 96**

## **Third Party Calls:**

		Rating of Call:	\$1.75	Third Number Call Surcharge		
			<u>0.12</u>	Message Rate Charge (Bus.)		
			\$1.87			
			<u>-21.83%</u>	Reseller Discount for Residence		
			\$1.46	Billable Amount		
2	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u>
						<u>Actual</u> <u>Charge</u>
	05/31/2001	8504393341	10:36:04	8504375873	8504291707	\$2.05
						\$1.56
		Rating of Call:	\$1.75	Third Number Call Surcharge		
			<u>0.12</u>	Message Rate Charge (Bus.)		
			\$1.87			
			<u>-16.81%</u>	Reseller Discount for Business		
			\$1.56	Billable Amount		
3	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u>
						<u>Actual</u> <u>Charge</u>
	05/30/2001	8504385942	10:44:24	8509392321	8504370537	\$1.92
						\$1.54
		Rating of Call:	\$1.75	Third Number Call Surcharge		
			<u>0.10</u>	Message Rate Charge (Res.)		
			\$1.85			
			<u>-16.81%</u>	Reseller Discount for Business		
			\$1.54	Billable Amount		
4	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u>
						<u>Actual</u> <u>Charge</u>
	05/30/2001	8504385942	11:21:44	8504344546	8504370537	\$1.92
						\$2.04
		Rating of Call:	\$1.75	Collect Call Surcharge		
			\$0.60	Third Number Call Surcharge		
			<u>0.10</u>	Message Rate Charge (Res.)		

# FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO AMENDED EXCEPTION 96

## Third Party Calls:

			\$2.45				
			-16.81%	Reseller Discount for Business			
			\$2.04	Billable Amount			
	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u>	<u>Actual</u> <u>Charge</u>
5	05/30/2001	8504291707	11:24:54	8504777155	8504385942	\$2.05	\$1.93
		Rating of Call:	\$1.75	Third Number Call Surcharge			
			0.60	Operator Assisted Surcharge			
			0.12	Message Rate Charge (Bus.)			
			\$2.47				
			-21.83%	Reseller Discount for Residence			
			\$1.93	Billable Amount			
	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u>	<u>Actual</u> <u>Charge</u>
6	05/30/2001	8504370537	11:16:51	8504344565	8504385942	\$2.05	\$1.93
		Rating of Call:	\$1.75	Third Number Call Surcharge			
			0.60	Operator Assisted Surcharge			
			0.12	Message Rate Charge (Bus.)			
			\$2.47				
			-21.83%	Reseller Discount for Residence			
			\$1.93	Billable Amount			
	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u>	<u>Actual</u> <u>Charge</u>
7	05/29/2001	8504370537	11:53:03	8504799091	8504385942	\$1.56	\$1.46
		Rating of Call:	\$1.75	Third Number Call Surcharge			
			0.12	Message Rate Charge (Bus.)			
			\$1.87				
			-21.83%	Reseller Discount for Residence			
			\$1.46	Billable Amount			

## FLORIDA OSS BELL SOUTH'S AMENDED RESPONSE TO AMENDED EXCEPTION 96

### Third Party Calls:

	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u>	<u>Actual</u> <u>Charge</u>
8	05/30/2001	8504393341	11:19:34	8504344565	8504291707	\$1.56	\$1.46
		Rating of Call:	\$1.75	Third Number Call Surcharge			
			<u>-16.81%</u>	Reseller Discount for Business			
			\$1.46	Billable Amount			
	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u>	<u>Actual</u> <u>Charge</u>
9	05/30/2001	8504393341	11:44:18	8504375873	8504370537	\$2.05	\$1.95
		Rating of Call:	\$1.75	Collect Call Surcharge			
			<u>0.60</u>	Operator Assisted Surcharge			
			\$2.35				
			<u>-16.81%</u>	Reseller Discount for Business			
			\$1.95	Billable Amount			
	<u>Date</u>	<u>From</u> <u>Number</u>	<u>Initiation</u> <u>Time</u>	<u>To</u> <u>Number</u>	<u>Billed</u> <u>Number</u>	<u>Expected</u> <u>Charge</u>	<u>Actual</u> <u>Charge</u>
10	05/30/2001	5615140614	18:49:11	5617950029	5618325672	\$1.92	\$1.84
		Rating of Call:	\$1.75	Collect Call Surcharge			
			<u>0.60</u>	Operator Assisted Surcharge			
			\$2.35				
			<u>-21.83%</u>	Reseller Discount for Residence			
			\$1.84	Billable Amount			

### 5. Directory Assistance Calls – Table A1

The fifty (50) calls in this table were correctly rated according to BellSouth policy. Effective May 23, 2001 a rate increase from 25 to 30 cents was implemented for local Directory Assistance. However, since Direct Dialed Directory Assistance is bulk billed and rated on bill day, BellSouth implements new rates one month after the rate increase effective date. This prevents overbilling of calls made prior to the rate increase that have not billed. The resale discount is also applied to these rates.

**FLORIDA OSS BELLSOUTH'S AMENDED RESPONSE TO  
AMENDED EXCEPTION 96**

For future tariff filings for bulk billed Directory Assistance, BellSouth will include tariff language that reads "rate to take effect beginning on (date) billing period".